“...for the past 50 years Sun Health has been doing good by helping others be well and healthy. Simply put, it’s what we do well.”
You may not recognize the names, but they deserve recognition, and lots of it.

They are the original members of the Sun City Community Hospital, Inc. board of directors, a group officially formed in 1966 to marshal the necessary resources to build a hospital for area residents. Along with countless others, we owe these five men and one woman a debt of gratitude for planting the seeds that grew into Sun Health.

The opening of Walter O. Boswell Memorial Hospital in 1970 marked the first in a long line of accomplishments that spans five decades. It likely never would have happened were it not for a groundswell of community support, a force for the common good that still reverberates in the West Valley a half century later.

Sun Health was created by and for the community. Despite the changes that have occurred over the years, that commitment to the community remains rock solid and it animates our mission to “champion healthy living, research and superior health care.”

In these pages, we highlight some of the people, programs and services that are putting the mission into action, just as our original board members did so many years ago. This Community Benefit Report is dedicated to them and to you, our donors and our friends.

Sincerely,

Herman L. Orcutt, Chairman
Sun Health Services/Sun Health Colonnade, Board of Directors

Jerry S. Solomon, Chairman
Sun Health Foundation Board of Trustees

Larry D. Baker, Chairman
La Loma Senior Living Services Board of Directors

Ronald D. Guziak, President and CEO
Sun Health Services & Sun Health Foundation
Each year in October, Sun Health Foundation celebrates those who have made a difference in the community through charitable giving. In 2015, we heard the stories of three members of the community whose lives were changed for the better thanks to Sun Health Foundation donors.

Ron Guziak, Sun Health president and CEO, summed up the community’s generosity at the time by stating that “over the years, thousands of people like you have given hundreds of millions of dollars to make sure that our local medical centers, the research institute and, more recently, Sun Health Community Wellness programs, have the best in equipment, services and programs.”

Sun Health has since shared many more of these great stories in the pages of LiveWell magazine, launched in 2015 to bring Sun Health’s vision of being a “leading advocate for healthy living” to life through the experiences of Foundation donors and those positively impacted by this generosity.

The story of Bob and Rae McMillan is an important one because they helped shape the health and wellbeing of Litchfield Park - a town where the McMillan roots run deep. Bob’s father was a dentist in the town for nearly 50 years and Bob befriended many locals including town founder Paul Litchfield and his wife, Florence. It
was through these connections that Bob and Rae helped to shape Litchfield Park’s health care landscape. The pair played an important part in the development of the La Loma Village senior living community in Litchfield Park by facilitating a 300-acre land donation from Edith Denny, who was Paul Litchfield’s daughter. As Edith and her husband Wally were advancing in years and wondering which organization would benefit most from their gift of land, they sought Rae’s advice. At the time, Rae was employed by Northern Trust, and the Dennys were her clients and friends. Rae, who also served on the Sun Health Foundation board of trustees, worked hard to make sure that people knew about Sun Health, an effort she and her fellow board members took to heart.

“I don’t think that I made such a difference,” Rae says modestly, “but there were people who needed to know about Sun Health, and I think I was fairly successful, along with other board members, in introducing the organization through social events and one-on-one introductions.”

It was Rae’s comment at a Foundation board meeting about the Dennys’ dilemma that led to fellow board member Dick Malcomson suggesting the Dennys consider Sun Health as the developer of their land. That suggestion and a follow-up tour of Sun Health properties by the Dennys led to the land donation and the creation of La Loma Village. Years later, the Dennys’ involvement would come full circle. Wally lived in the retirement community, as did one of their daughters, Julia Denny Sweeney. It’s a legacy the McMillans are proud to be part of. That is truly an example of creating a healthy community together.

“Over the years, thousands of people like you have given hundreds of millions of dollars to make sure that our local medical centers, the research institute and, more recently, Sun Health Community Wellness programs, have the best in equipment, services and programs.”
Henry Ford once said, “Coming together is a beginning, staying together is progress and working together is success.” That quote is a fitting summary of the nearly decade-long partnership between Sun Health and Banner Health.

United by a shared commitment to improving the health and wellbeing of those we serve, our esteemed organizations have forged a powerful partnership centered, in large part, on Sun Health’s mission of championing healthy living, research and superior health care. This mission is closely aligned with the partnership, and it is based on our five-decade history of serving citizens in the West Valley.

Banner Boswell and Banner Del E. Webb medical centers are, without question, leaders in nonprofit hospital-based health care in the Northwest Valley. Furthermore, Banner’s expansive physician network, robust research program and respected health care services are earning accolades.

Sun Health is an admired advocate for healthy living and an award-winning leader in the field of population health management. From programs that directly support Banner Boswell and Banner Del E. Webb medical centers and the ever-expanding Banner Sun Health Research Institute, to comprehensive community health and wellness programs and education initiatives, stellar senior living communities and a first-to-market “continuing care at home” program, Sun Health is credited with helping to ease patients’ transitions from the hospital to home, fostering greater health and independence, and advancing the principles of Masterpiece Living™.

The continued collaboration between Sun Health and Banner Health undoubtedly means there are many more health care successes in store for our community. Like they say, together we can do so much.

For Sun Health and Banner Health, the future is certainly bright!

Sharon Thornton,  
Chief Philanthropy Officer  
Sun Health

David Cheney,  
Chief Executive Officer  
Banner Boswell Medical Center

Debbie Flores,  
Chief Executive Officer  
Banner Del E. Webb Medical Center
Through the years, thousands of donors have contributed hundreds of millions of dollars for the health and wellbeing of our citizens. The actual dollar amount is more than $350 million. Whether these contributions are earmarked for the local medical centers, Banner Sun Health Research Institute or Sun Health community programs, all of the funds stay right here in the community.

2016 PROCEEDS FROM SUN HEALTH RESALE SHOPS
$292,000

DONORS
31,000

GIFTS
$7.2 MILLION

78 nursing scholarships awarded
$200,000

$194,500
To support Community Wellness Programs

For cancer care in the Northwest Valley

$377,000

311 VOLUNTEERS

37,300 VOLUNTEER HOURS
Community Wellness is where Sun Health truly shines. We offer an array of community education, health and support services, including those listed below.

SUN HEALTH CENTER FOR HEALTH & WELLBEING

The Sun Health Center for Health & Wellbeing offers seniors personalized support centered on healthy aging. Engaging health education and fitness classes, support groups and individual consultations help the Center’s members better understand and manage chronic conditions they may face, as well as other aspects of aging. Located in Surprise, Sun City and Litchfield Park, each center specializes in health issues including heart health, lung health, diabetes and prediabetes, fall prevention and memory care. Through funding from Sun Health Foundation, programs and services are offered at a low cost and some are complimentary. In 2016, more than 2,200 client visits were provided at our locations.

SUN HEALTH CARE TRANSITIONS

The Centers for Medicare and Medicaid Services report that one in five patients discharged from an acute care hospital is readmitted within the first 30 days of the initial admission. Often, these readmissions are preventable, sometimes resulting from confusion over medications, difficulty understanding or following discharge instructions, or lack of follow-up care. Sun Health Care Transitions is assisting Medicare beneficiaries during this critical post-discharge period with a complimentary, evidence-based program that empowers patients and fosters healthy independence. Our team of nurses and care managers educate patients about their health conditions and medications and instill confidence so that they can self-manage their health and have a successful recovery. Since our program began, we have served 9,599 patients, and those we’ve served had a readmission rate of 7.94 percent. The national Medicare average is 17.8 percent. Overall, Sun Health Care Transitions has prevented $12.7 million in costs due to readmissions. “Because of the Sun Health Care Transitions program, we have some of the lowest readmission rates in the country - about half the national average.” - Jeffrey Ronn, M.D., pulmonologist

VIAL OF LIFE/FILE OF LIFE

The Vial of Life/File of Life program enables family members or first responders to quickly obtain a patient’s pertinent medical information in an emergency. Sun Health proudly offers both the Vials and Files to the community free of charge. More than 8,000 vials were distributed to the community in 2016.
COMMUNITY EDUCATION
Through regular lectures and learning events – most offered complimentary or at a low cost – our Community Education program provides seniors with practical and powerful information that is meaningful and relevant to their particular stage of life and health status. Topics include heart health, cancer support, osteoporosis care, dementia support, methods for coping with chronic conditions, medication management and consumer protection. More than 9,400 people attended classes in 2016.

MEMORY CARE NAVIGATOR
Alzheimer’s disease and other related dementias can take a heavy toll on patients and their loved ones. The Sun Health Memory Care Navigator is a community resource funded by Sun Health Foundation that offers personal guidance to patients, family members and caregivers as they navigate the path of dementia.

“It is a great service, and is so needed by people out there, like me,” says Shirley Frizell. Shirley used the Memory Care Navigator services to support her journey with her husband Bill, who passed away this year.

The program helped 331 families in 2016. Additionally, 306 people attended support groups and 481 people took part in related community education classes.

MEDICATION MANAGEMENT
From complimentary, customized medication profiles detailing a person’s health and drug history, to individual pharmacist reviews, our Medication Management program offers a suite of services to help manage the complexities and safeguard against the potential dangers of taking multiple medications and supplements.

HIGHLIGHTS
Care Transitions Program Highlighted on National Stage
In May 2016, Registered Nurse Case Manager Brittany Eads and Executive Vice President Jennifer Drago gave a presentation on Sun Health’s successful Care Transitions program at the 9th annual Orthopedic and Spine Summit in Chicago.

Sun Health Employee Wellness Program Earns Gold
In June 2016, Sun Health’s Employee Wellness Program earned a Gold Award from the Healthy Arizona Worksites Program, a statewide public health initiative created by the Arizona Department of Health Services and the Maricopa County Department of Public Health.

Sun Health Involvement Never Ends (SHINE)
Sun Health’s employee volunteer group organized several food drives, a day of service at Habitat for Humanity and a backpack drive for foster children.
Our community programs add years to life and life to years. Through good nutrition, exercise, lifestyle changes and treatments, we teach people how to improve and manage their health and wellbeing more effectively.

**9,599**
CARE TRANSITIONS
PATIENTS IN THE PROGRAM SINCE INCEPTION

**7.94%**
SUN HEALTH READMISSIONS
7.94%
VS.
MEDICARE AVERAGE
17.8%

$12.7 MILLION
in avoided costs due to decreased readmissions

**DIABETES SELF-MANAGEMENT EDUCATION PARTICIPANTS’ A1c SCORES DECREASED**

**7.71%** ↓ **6.88%**
PRE-SERIES
POST-SERIES

**DIABETES PREVENTION PROGRAM**

**5.16%** ↓
AVERAGE BODY WEIGHT LOST BY PARTICIPANTS

**8,060**
VIALS OF LIFE DISTRIBUTED

**331**
FAMILIES WERE HELPED THROUGH THE MEMORY CARE NAVIGATOR PROGRAM

**9,412**
COMMUNITY EDUCATION CLASS ATTENDANCE
We’re all getting older, but how many of us can say we’re aging successfully — that is, seeking growth and productivity as time goes by?

Many of the residents at Sun Health Senior Living’s three Life Care communities – Grandview Terrace in Sun City West, The Colonnade in Sun City Grand, and La Loma Village in Litchfield Park can, because they are able to incorporate socially, intellectually, physically and spiritually fulfilling activities into their well-rounded lives. Those are the four principles of successful aging as advocated by Masterpiece Living™, a nationally recognized program and research-based way of life that seeks to change the experience and perception of aging. It is embraced by residents and staff alike.

While this concept may be new to some, many Sun Health residents are longtime devotees to an active lifestyle. We asked a few of them to share how they do it. What we heard was inspiring. Here is just one example.

JEAN BONDE
Resident of The Colonnade since 2014

“I’m a senior, my husband’s a senior, and I want to stay as active and healthy as I can – both of us do,” says Jean Bonde, who lives at The Colonnade with her husband, Les. A retired nurse and current certified water aerobics instructor, Jean knows the benefits of healthy eating and regular exercise by heart, but she says she’s still learning new ways to keep her mind and body active. While she may have slowed down a bit in the water, she finds time to attend lectures on subjects such as chaos theory and Winston Churchill, and she is an active churchgoer, who also has taken mission trips. Jean enjoyed reading Live Long, Die Short, the book by Dr. Roger Landry, the president of Masterpiece Living™, and she recently attended a conference on aging. She sees many active, involved residents at The Colonnade. However, she’d like to see even more of them learn about successful aging.

“I think most of us would like to live long and die short,” Jean says.

“...in 2016 Sun Health Senior Living formed a partnership with Morrison Community Living – a company with a 95-year history in the hospitality business..."
SUN HEALTH SENIOR LIVING HIGHLIGHTS

Morrison Community Living Partnership

In February 2016, Sun Health Senior Living formed a partnership with Morrison Community Living – a company with a 95-year history in the hospitality business – to take dining experiences for its residents to a new level of excellence.

The Colonnade Opens Two More Villas and Breaks Ground on Club Solé

Two new 36-unit villas opened at The Colonnade in March 2016, with over 90 new residents moving into the community in just over two months. Construction crews also broke ground on Club Solé, a 12,000 square-foot recreation and dining clubhouse exclusively for residents and their guests.

The Colonnade Wins National “Best of 55+ Housing Award”

In January 2016, The Colonnade community brought home silver from the 2016 National Association of Home Builders (NAHB) “The Best of 55+ Housing Awards.” Sharon Grambow, executive vice president and chief operating officer for Sun Health Senior Living said, “Receiving this award boosts our national reputation. We were in impressive company with the other nominees and award winners, who included names like Verrado and Del Webb. I am extremely proud of this recognition.”

Grandview Terrace Health and Rehabilitation

In August 2015, Grandview Terrace Health and Rehabilitation completed an upscale 20-suite Assisted Living residence. The project was the last phase of a multimillion-dollar, top-to-bottom renovation of the buildings previously known as Grandview Care Center. A skilled care unit, a sub-acute rehabilitation unit and an indoor therapy pool in the rehabilitation department were remodeled. Construction crews also built a 16-suite memory support residence, designed specifically for people with Alzheimer’s disease and related dementias.

Sun Health Senior Living Executive Honored by American College of Health Care Administrators

In July 2015, Bhakti Gosalia, executive director of Grandview Terrace, received the designation of “fellow” of the American College of Health Care Administrators (ACHCA), the organization’s highest level of membership. Gosalia’s career with Sun Health spans more than 27 years.

"...The Colonnade, a Sun Health Senior Living Life Care Community, brought home silver from the 2016 National Association of Home Builders “The Best of 55+ Housing Awards.”
Live Well, Plan Smart and Enjoy Life!

At Sun Health Senior Living, we believe that every person deserves to live or work in a supportive and pleasing environment, a place that brings out the best in them. Our communities feature a “family feel” rooted in hospitality, respect, safety and security. Since acquiring these communities in 2010, we’ve increased resident satisfaction, employee satisfaction and overall occupancy.

Your Wellbeing, Your Plan, Your Home

Sun Health at Home launched in January 2016 as a continuing care at home program for residents ages 55 and older who want to remain at home, safely and confidently, as they age. It is the first program of its kind in the Southwestern United States. Members are paired with a personal wellness coordinator and have access to a wide range of wellness and long-term care services as needed. The program is yet another way Sun Health is delivering on its vision to serve as a leading advocate for healthy living.

Number of Employees:
2010: 468
2016: 590

21% INCREASE

$62,200
TUITION REIMBURSEMENT AND SCHOLARSHIPS TO EMPLOYEES

11
MEMBERS ENROLLED IN SUN HEALTH AT HOME WITHIN FIRST 6 MONTHS

174
PEOPLE WHO MOVED INTO A SUN HEALTH SENIOR LIVING COMMUNITY
(Representing 116 residences)

2,386
RESIDENT VOLUNTEER HOURS LOGGED AT LA LOMA VILLAGE
2016-2017 BOARD MEMBERS & Executive team

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Sandra L. Foell, Secretary
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Jerry S. Solomon, Ex-Officio
Dean L. Strycker, M.D.
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Ron Austerlade, Vice President/Chief Marketing Officer, Sun Health
Jennifer Drago, Executive Vice President of Population Health, Sun Health
Sharon Grambow, Executive Vice President/Chief Operating Officer, Sun Health Senior Living
Joseph E. La Rue, Executive Vice President, Sun Health
William T. Sellner, Executive Vice President/Chief Financial Officer, Sun Health
Sharon Thornton, Executive Vice President
Chief Philanthropy Officer, Sun Health Foundation
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**Philanthropy/Sun Health Foundation**
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Phone: 623-832-5330

**Center for Health & Wellbeing**
sunhealthwellbeing.org  
Phone: 623-832-WELL (9355)

**Care Transitions**
sunhealth.org/caretransitions  
Phone: 623-832-4300

**Community Education**
sunhealth.org/education  
Phone: 623-832-WELL (9355)

**Medication Management**
sunhealthmeds.org  
Phone: 623-832-4100

**Memory Care Navigator**
sunhealth.org/memorycare  
Phone: 623-832-9300

**Vial and File of Life**
sunhealth.org/vialoflife  
Phone: 623-832-5665

**Senior Living**
sunhealthseniorliving.org  
Phone: 623-236-3767

**Grandview Terrace**
sunhealthseniorliving.org/grandview  
Phone: 623-975-8000

**Grandview Terrace Health and Rehabilitation**
sunhealthseniorliving.org/grandview  
Phone: 623-975-8100

**La Loma Village**
sunhealthseniorliving.org/laloma  
Phone: 623-537-7500

**La Loma Village Health and Rehabilitation Honoring Senator Bob and Mrs. Ila Denny**
sunhealthseniorliving.org/laloma  
Phone: 623-537-7400

**The Colonnade**
sunhealthseniorliving.org/colonnade  
Phone: 623-236-3700

**Sun Health at Home**
sunhealthathome.org  
Phone: 623-227-HOME (4663)
MISSION STATEMENT:

SUN HEALTH CHAMPIONS HEALTHY LIVING, RESEARCH AND SUPERIOR HEALTH CARE.

VISION STATEMENT:

SUN HEALTH IS A LEADING ADVOCATE FOR HEALTHY LIVING.